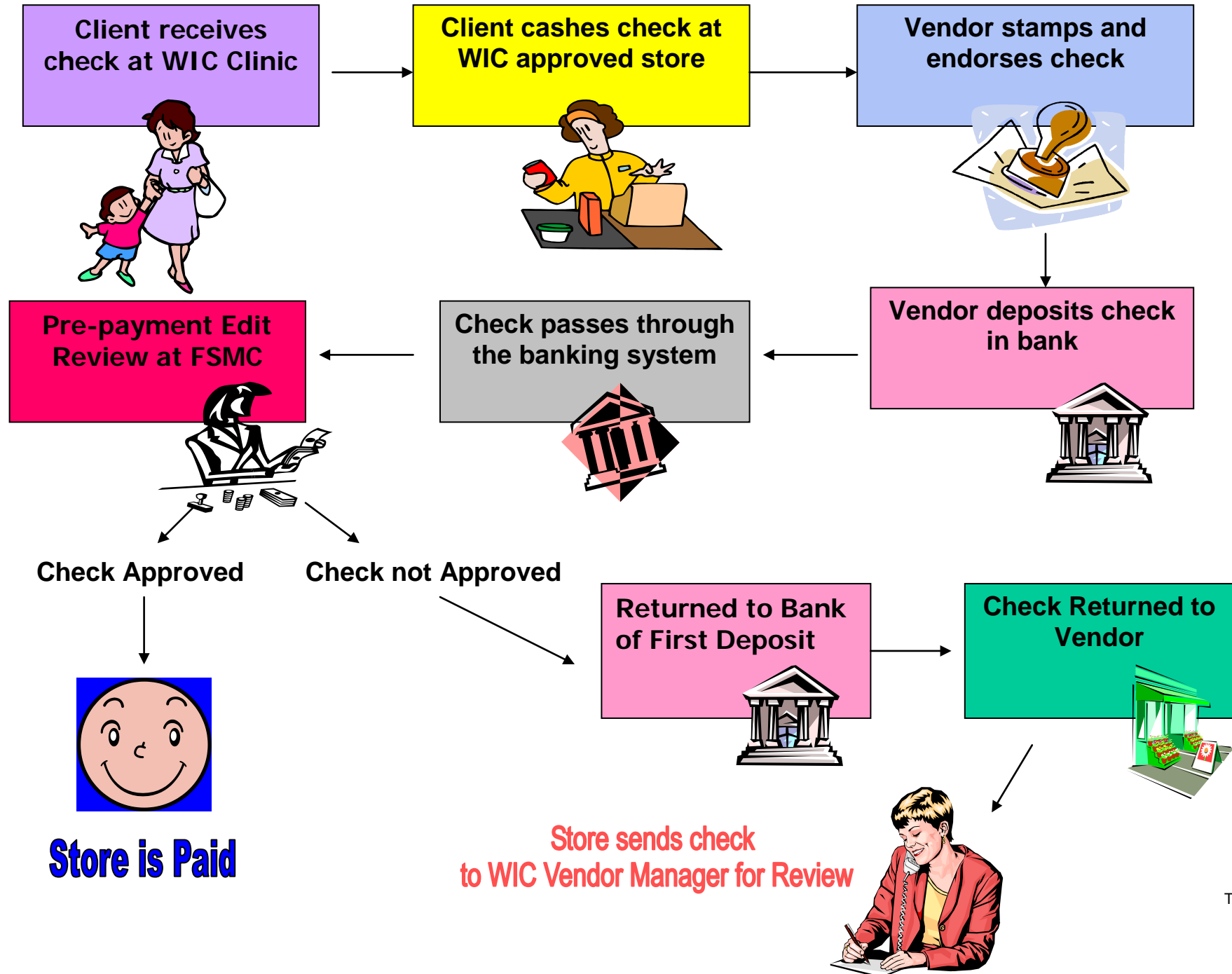


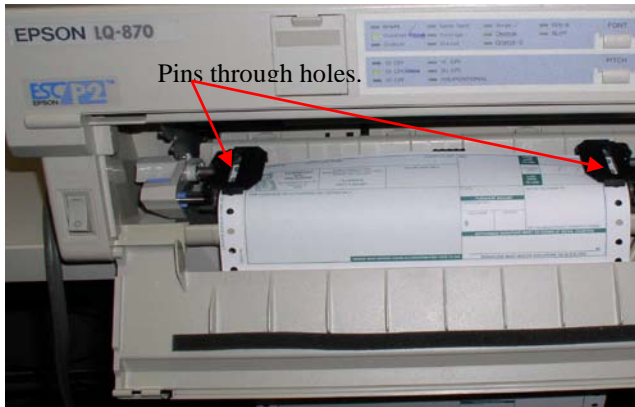
Check Printing Resources & Job Aides

Travels of a Nebraska WIC Check

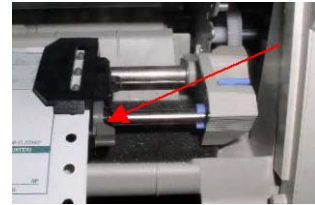
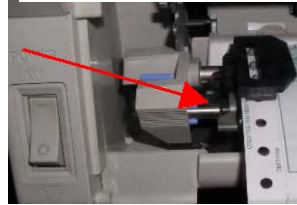


Check Printer Instructions

Loading Checks: When loading the checks in the printer make sure the tractor *pins go all the way through the holes* in the checks. Also make sure the checks are straight and untwisted from the stack to the printer.



Adjusting Checks Left and Right: Sometimes you might need to move the checks left or right. Unload the checks. Use the small grey levers on either side to release the tractors to slide them left and right. Be sure to lock the grey levers down after each adjustment.

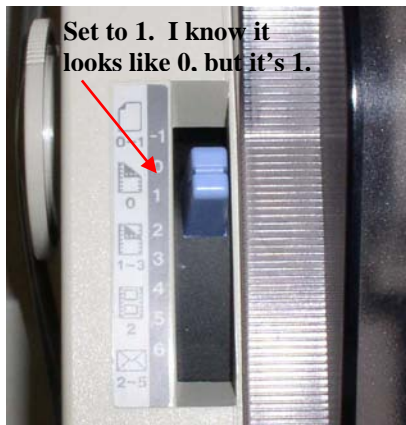


Left and Right Lock Levers

Paper thickness: Now that the checks are loaded, let's check the paper thickness lever and paper path lever to make sure they are in the correct locations. The paper thickness lever is *blue* and on the *left side* of the printer. To print the fastest make sure it is on the number 1. You can try moving it from 0, 1, and 2 and you will hear the difference in position 1. It is faster and higher pitched.

Paper Path lever: The Paper Path lever is *ivory* and is on the *right side* of the printer. It has four positions. The correct position is one click forward from all the way back. This selects front tractor feed checks. If this lever gets bumped it might be a good idea to make sure it is in this position before turning on the printer.

Paper thickness lever



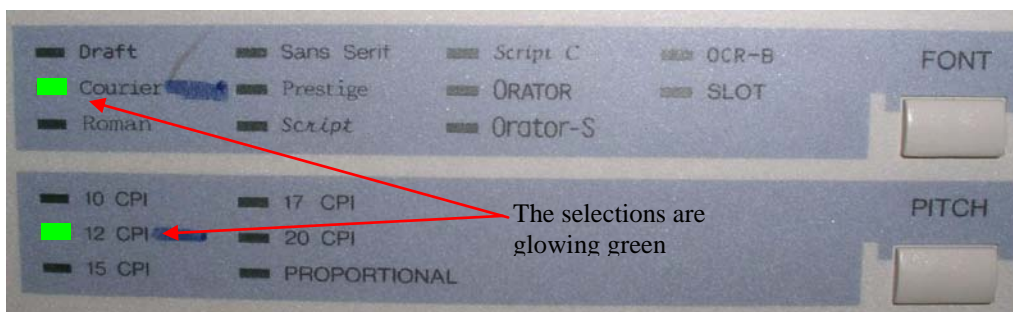
One click forward from all the way back.

Paper path lever



Font & Pitch

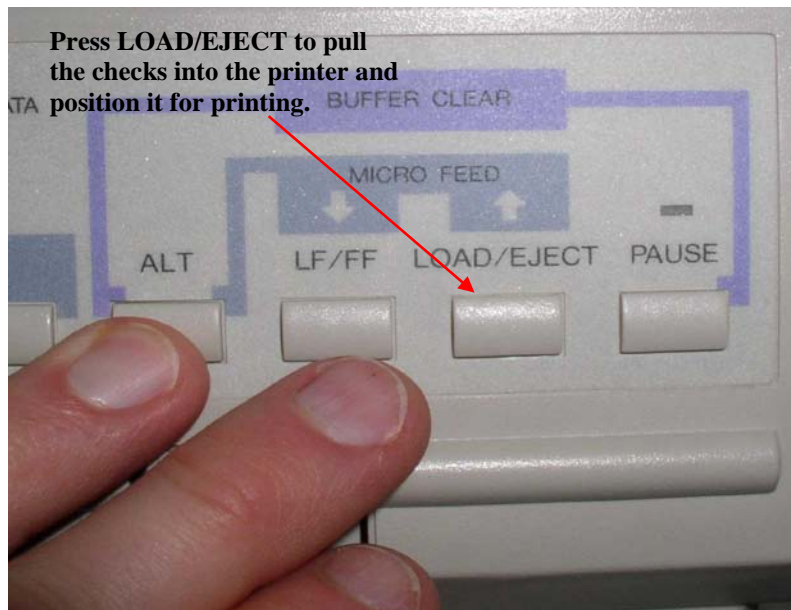
Now turn the printer on and make sure the *Courier* (font) and *12* (pitch) are glowing green. To change the FONT press the FONT button until Courier is selected. The correct PITCH is 12 CPI. Press the PITCH button until 12 is selected. It will remember both settings even after you turn it off.



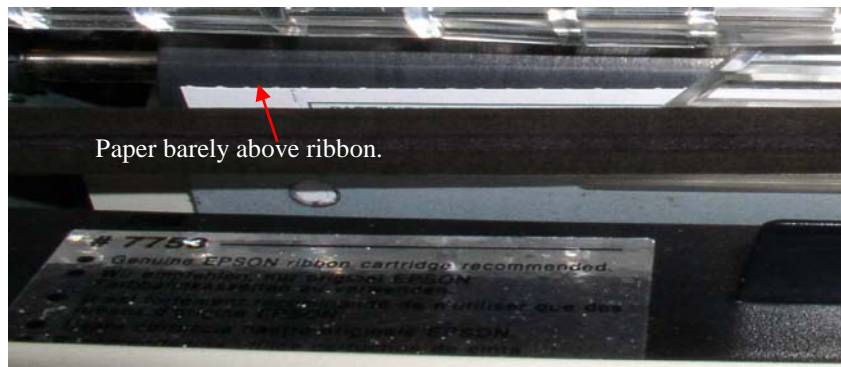
Check Printer Instructions

Tr clinic 2/06

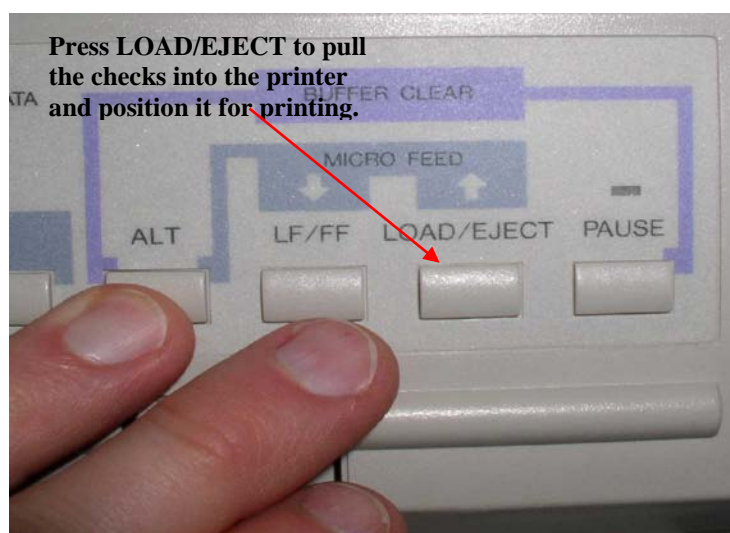
Pulling checks into printer: The checks need to be pulled into the printer and positioned correctly so the client and food information prints in the right location. Press the LOAD/EJECT button to pull the checks into the printer.



When the paper is correctly loaded it should just barely be visible above the ribbon when you flip open the printer lid.

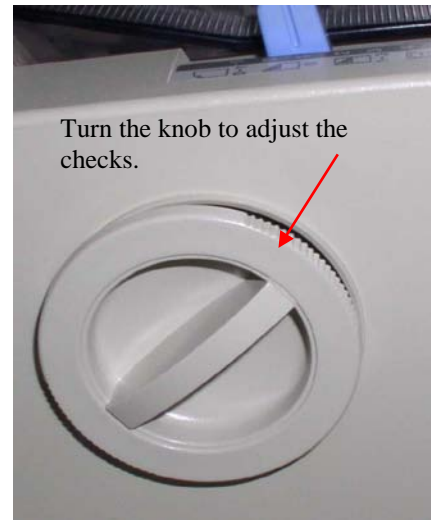
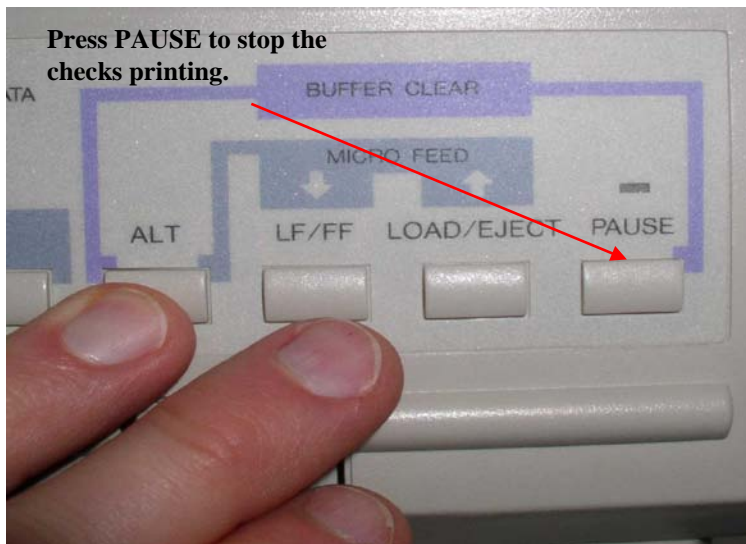


Re-adjusting the check position: If the paper did not correctly position after loading you can adjust it using the ALT button on the front. To move the paper lower, hold down ALT with one finger and repeatedly press LF/FF. To move the paper higher, hold down ALT with one finger and repeatedly press LOAD/EJECT. If the printer begins beeping, you have reached the maximum adjustment. The printer will remember this setting when you turn it off.

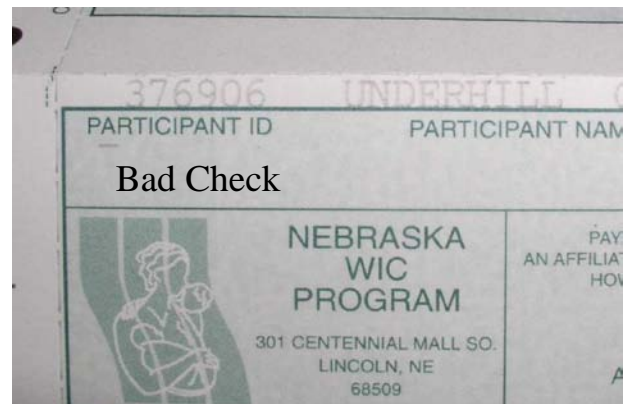
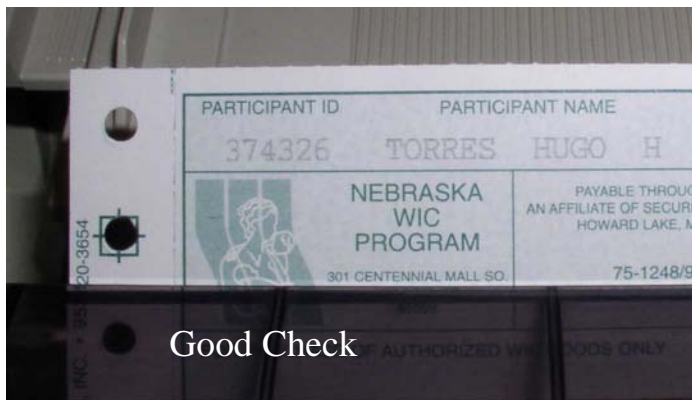


Tr clinic 2/06

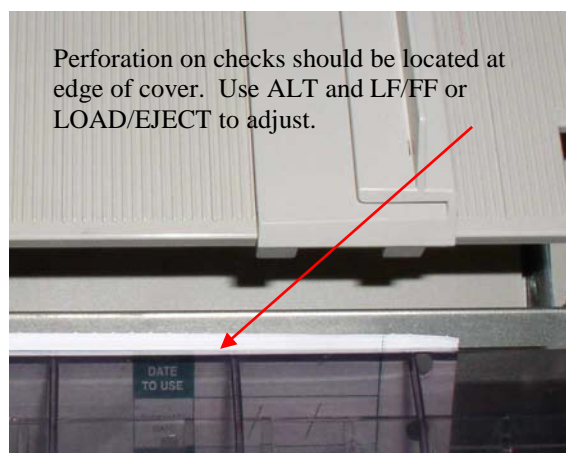
If you are printing a large number of checks or pre-printing checks for an entire clinic, you might have to manually adjust the print location while it is printing. To do this, press the PAUSE button and printing will stop. The small light above PAUSE will turn on. Using the Manual print adjust knob on the left side of the printer move the checks slightly up or down to correct for printer slipping. Press the PAUSE button to start printing.



Here is an example of a **good check** and a **bad check**. The bad check is printing too high so the checks should be rolled up.



Tearing off checks: When you need to tear off checks, use the built in TEAR-OFF feature. Press the TEAR-OFF button once and the checks will feed up to the edge of the built in cover and you can easily tear them off. If the checks are not lined up correctly with the cover you can adjust the TEAR-OFF position now. Hold down the ALT button and use the LF/FF to move the checks down or the LOAD/EJECT button to move them up. The printer will remember this position when turned off.



Tr clinic 2/06



Check Printing Policy Update

Food Instrument Misnumbering

March 30, 2010

Check Misnumbering - The Ripple Effect

*Misnumbered checks that are not reported and corrected
create a negative wave of events including:*

- Missing and or incorrect issuance information for the bank
- Incorrect information in the WIC computer system. Issuance information does not match up with the correct redemption information
- Incorrect tabulations of "Not-to-exceed" amounts
- Rejected checks for vendors

Misnumbered Checks are a BIG RED FLAG!

*If your checks are misnumbered,
This impacts people and events beyond the point of check issuance:*

- **Procedures:** Misnumbered checks mean that staff are not following appropriate procedures to review check numbers prior to releasing checks to participants.
- **Data Base:** The redemption information from the bank gets matched up with the wrong issuance information making our data base incorrect.
- **Vendors:** Your Vendor Manager will be receiving calls from unhappy vendors. There will be rejected checks returned to vendors due to incorrect issuance information. Incorrect "not-to-exceed" amounts will be applied resulting in checks being returned in error. This also creates extra work for your vendor manager as they have to review the checks before the vendors receive payment.
- **Internal Controls, Banking and Tracking Check Stock:** There can be no unexplained gaps in check numbers. Every check must be accounted for. When a misnumbering occurs, this process is more cumbersome, and can raise questions of accountability. The State Auditors review all misnumbered checks.



When you discover a misnumbered check:



1. **NEVER, NEVER, NEVER** knowingly send a client out the door with misnumbered checks.
2. **NOTIFY THE HELP DESK RIGHT AWAY** about every misnumbered check
3. **BE PREPARED** to answer detailed questions and to identify the range of misnumbering. The Help Desk needs to know exactly where the misnumbering started and where it was caught:
 - Where misnumbering *started*? (red & black numbers of 1st misnumbered check)
 - Where misnumbering *ended*? (red & black numbers of last misnumbered check)
 - Are there any checks missing black numbers?
 - Is the printer operating correctly? Any problems with skipping or jamming?
4. If checks accidentally leave the clinic, you will need to call the participant(s) and ask them to read off what the red and black numbers are on their checks.
5. The **check register is not a reliable source** to determine numbering problems. The information can **only** be obtained one of two ways:
(1) Looking at the actual check OR (2) Calling participant(s).
6. **PROMPT ACTION** and reporting will help to minimize problems. If reported the same day, in most instances we can renumber the checks. This corrects our WIC data base before the check gets to the bank and allows it to be processed correctly.

Prevention is Key

Checkpoints to prevent food instrument misnumbering:

- ☑ **Checkpoint 1.** If you work at multiple clinics, make sure you log into the clinic number you are working at that day.
- ☑ **Checkpoint 2.** When loading checkstock into the printer, verify that the red number on the first check matches the check number listed after "STOCK RANGE" on the computer screen.
- ☑ **Checkpoint 3.** Before printing compare the check number that flashes on the screen with the number on the next piece of check stock loaded in the printer.
- ☑ **Checkpoint 4.** As you tear the checks apart and separate the months, review the check numbers.
- ☑ **Checkpoint 5.** As you are filling out the check register and before giving checks to the participant, verify that the red and black numbers match. It is very important that **all 8 digits** be compared, not just the last 3 or 4!

Example of Correctly numbered check:

This correctly numbered check has both red & black numbers matching.

ID BABY BOBBY	RED 001 BLACK 001
5 CANS ENFAMIL	\$70.00
MICR line matches RED 001	Bank routing number

1. Check is issued to client
2. At the end of the day, info is "sent" to bank that **check 001** was issued
3. Check presents to bank—read as check **001**

Misnumbered examples:



ID SISTER SUSIE	RED 002 BLACK 003
\$6 FRUIT/VEGETABLE CHECK	\$5.75
MICR line matches RED 002	Bank routing number

1. Check is issued to client
2. At the end of the day, info "sent" to bank that **check 003** was issued
3. Check presents to bank—read as **check 002**
– No issuance information

ID INFANT IVAN	RED 003 BLACK 004
4 CANS ALIMENTUM	\$102.69
MICR line matches RED 003	Bank routing number

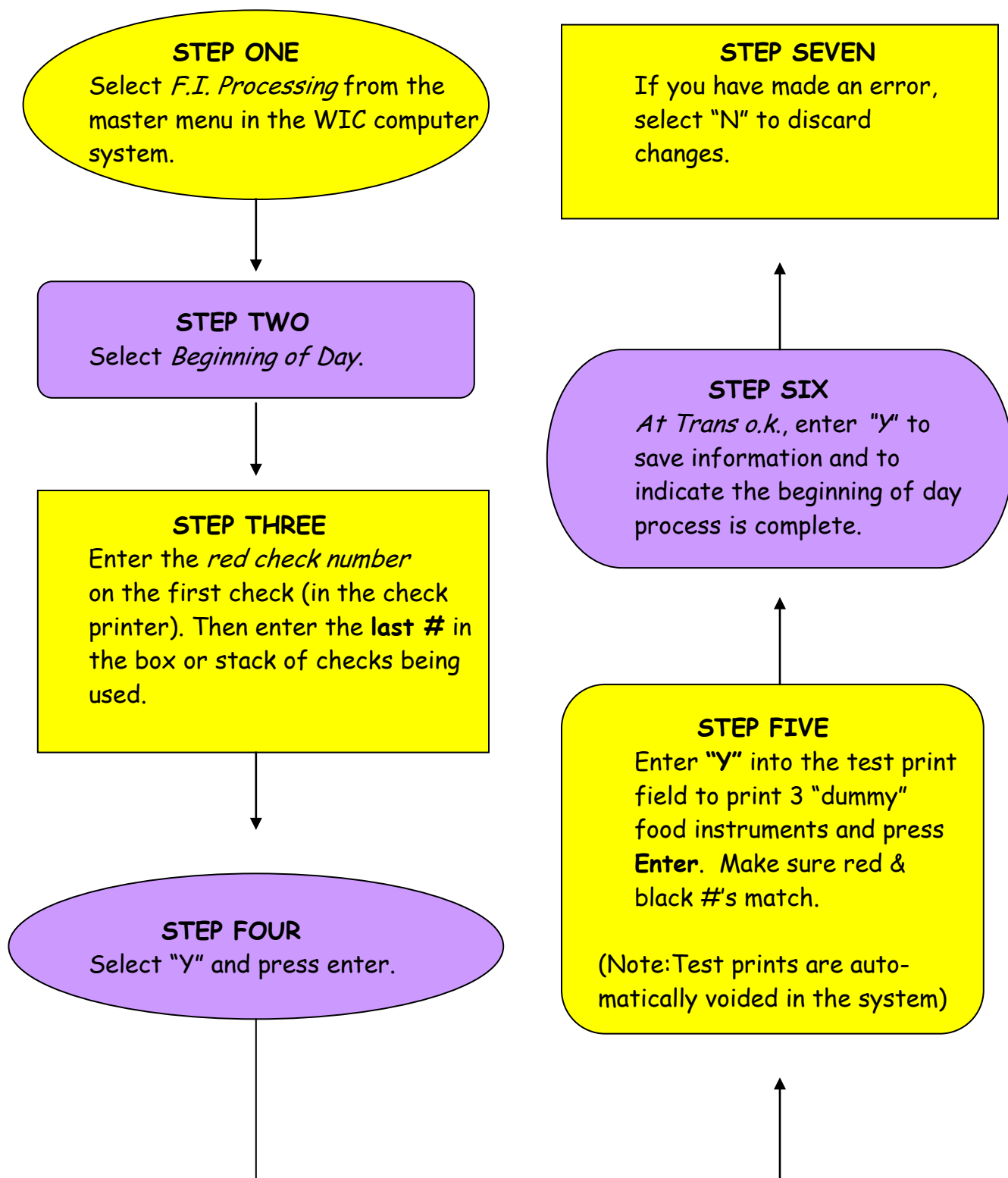
1. Check is issued to client
2. At the end of the day, info sent to the bank that **check 004** was issued
3. Check presents to bank—read as **003**—
\$6 fruit/vegetable check—**DENIED**—over the
"Not-to-exceed"



Contents included in this WIC Words Policy Update were reviewed during Training Update Call on March 30, 2010.

Beginning of Day Procedure

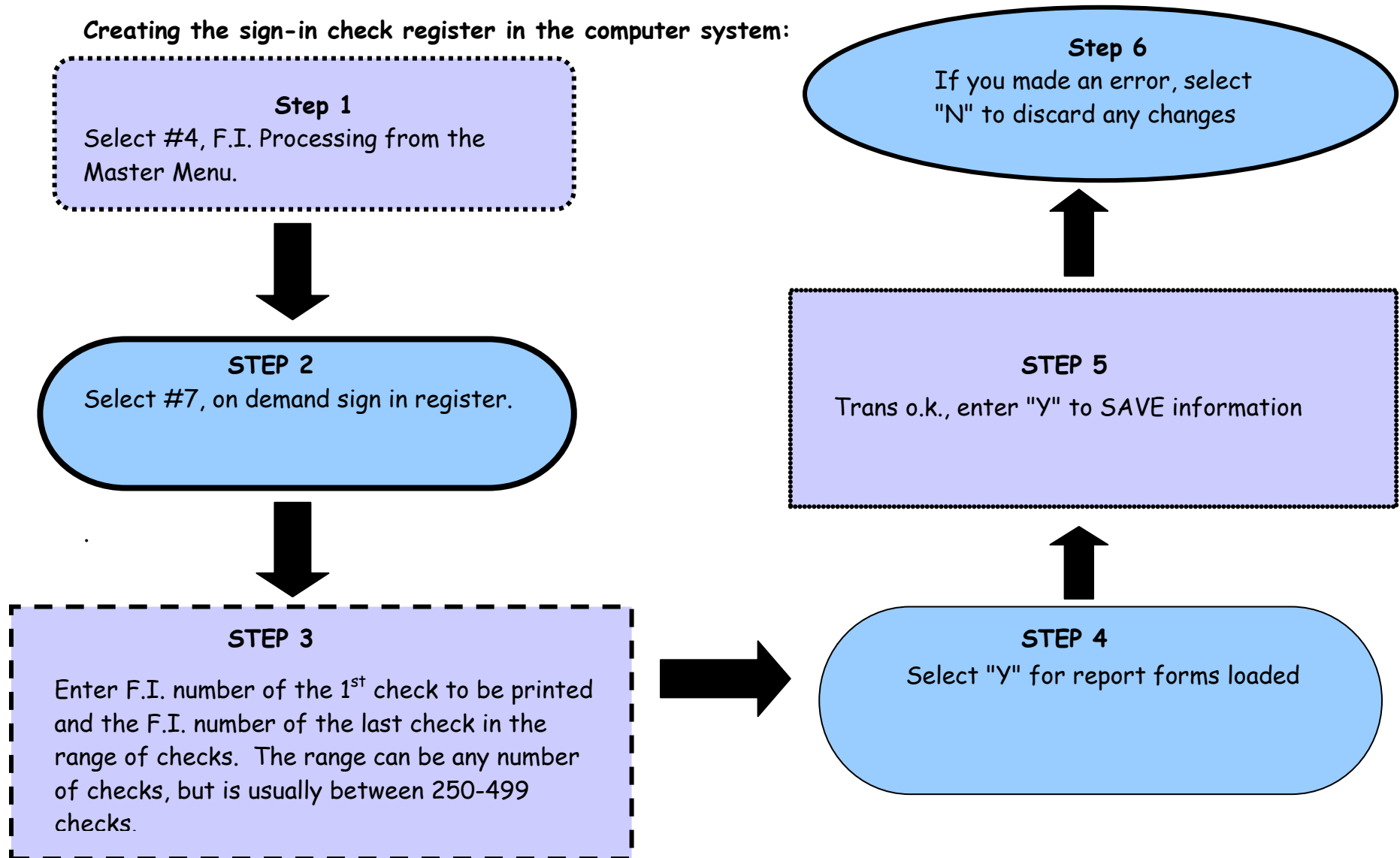
Beginning of day needs to be run every day -- prior to printing any checks for participants.



Creating The Check Register - Flow Chart I

Check Register: Use for all food instruments created individually through on demand generation. You should print a check register for a range of checks you will use in that clinic. The steps outlined below should be taken when creating the check register.

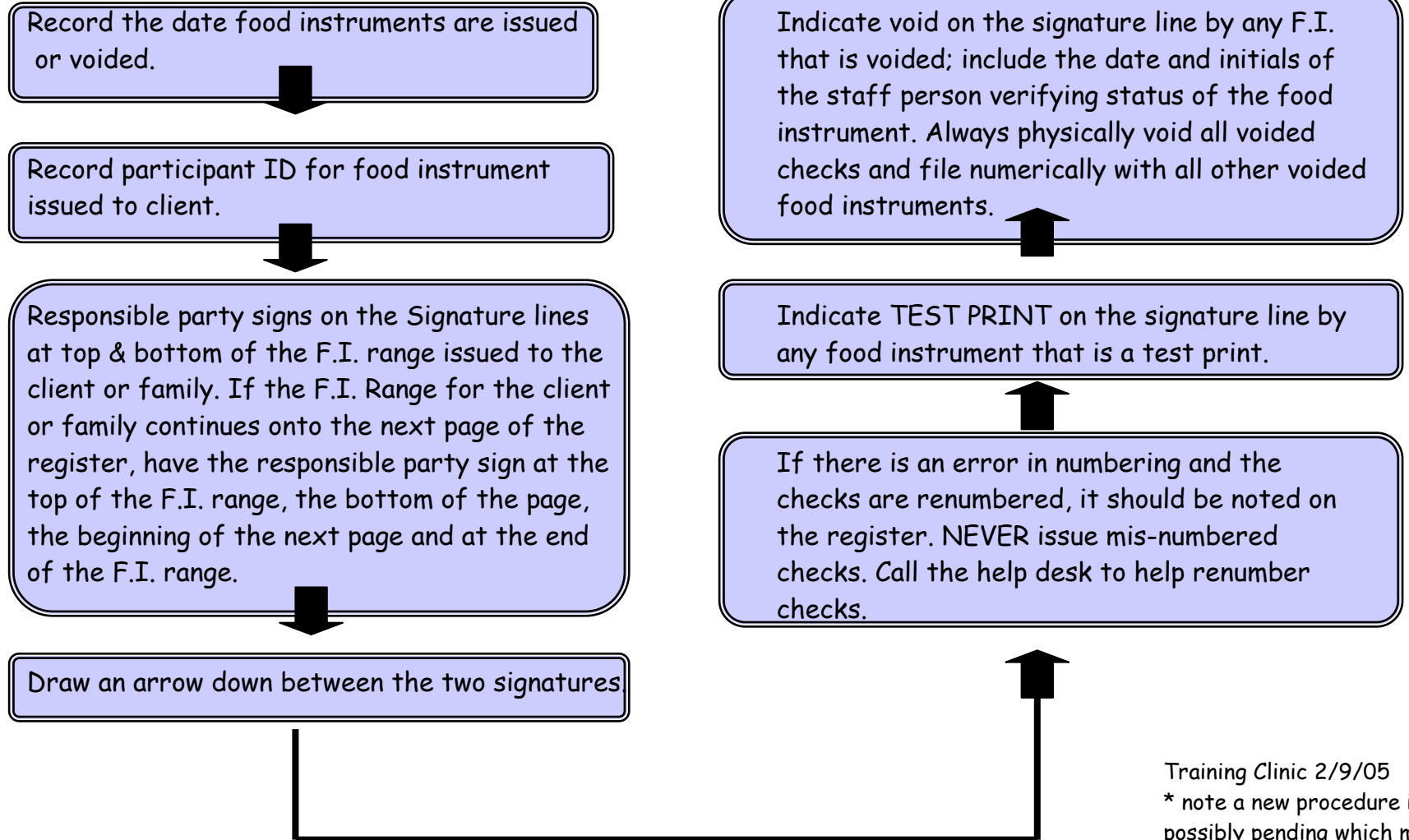
Creating the sign-in check register in the computer system:



Using The Check Register - Flow Chart II



START HERE



Training Clinic 2/9/05
* note a new procedure is possibly pending which may impact the *last step* in the future.

Basic Check Printing for Clients or Families - Flow Chart

(Printing ALL checks in a package)

Beginning of Day should be completed first.

STEP 1: MASTER MENU - Select "4",
F.I. Instrument Processing after Beginning of
Day has been completed.

**STEP 2: FOOD INSTRUMENT PROCESSING
MENU:** Select "2", On Demand Generation

STEP 3: IS FI STOCK IN PRINTER?
Type "Y" if the stock is loaded and aligned.
Otherwise type "N" and load and align the
check stock in the printer.

STEP 4: FAMILY ISSUE:
Are you printing checks for 1 person or the
entire family?
If want checks for entire family - Enter "Y"
If want checks for 1 person - Enter "N"

STEP 5: ID:
Type the ID number of the individual
participant if printing for 1 person.

Or type in the family ID number if printing for
the family.

Step 6: ISSUE MM/YY: The current month
will display in this field, followed by the
current date in the next field. ENTER through
both fields.

STEP 7: WHOLE PKG: Enter "Y" to print the
entire food package for this client. (The
computer will display all checks in the food
package)

STEP 8: FOOD PKG & FI TYPE:
Enter through the FOOD PKG and FI Type

STEP 9: PICK UP INTERVAL:
- Enter pick up interval (1, 2, or 3)
- Enter the reason code (using F1 for help)
- Enter through the partial package field

STEP 10: ISSUE FOOD INSTRUMENT:
Enter "Y" to print checks.

STEP 11: NEW PARTICIPANT:

If you want to generate checks for a *different
participant*:

- enter "N",
- repeat steps again beginning with #1.

Or if you are done printing individual checks,
enter "N" to return to the master menu.



Printing "1 Check At a Time" - Flow Chart

Beginning of Day Should be completed first.

STEP 1: MASTER MENU - Select "4",
F.I. Instrument Processing after Beginning of
Day has been completed.

**STEP 2: FOOD INSTRUMENT PROCESSING
MENU:** Select "2", On Demand Generation

STEP 3: IS FI STOCK IN PRINTER?
Type "Y" if the stock is loaded and aligned.
Otherwise type "N" and load and align the
check stock in the printer.

STEP 4: FAMILY ISSUE: type "N" and enter

STEP 5: PARTICIPANT ID:
Type the ID number of the individual
participant.

Step 6: ISSUE MM/YY: The current month
will display in this field, followed by the
current date in the next field. ENTER through
both fields.

STEP 7: WHOLE PKG: Enter "N" to print one
check at a time. The system will display all FI
types in the food package.

STEP 8: FOOD PKG FI TYPE/ID: Use the
down arrow key to find the specific check you
want to print. Enter an "x" in the blank space
next to the check you want to print.

STEP 9: PICK UP INTERVAL:

- Enter pick up interval - 1
- Enter the reason code (using F1 key for help)

STEP 10: ISSUE FOOD INSTRUMENT:
Enter "Y" to print checks.

STEP 11: NEW PARTICIPANT:

If more than one check needs to be printed for
this same participant:

- arrow up or down to the next FI,
- enter x
- repeat steps 8-10 again.

If you want to generate individual checks for a
different participant

- press F4
- enter "N",
- repeat steps again beginning with #1.

Or if you are done printing individual checks,
enter "N" to return to the master menu.

654321 TAYLOR, JALANI 000/00 12345678 OCT 5, 2009

NEBRASKA
WIC
PROGRAM

180Z Peanut Btr OR Beans-4 Cans OR 1 lb Dry
2 GAL 2% SK, AND/OR Skim Milk
1 DOZ Medium OR Large Eggs

Alternate shoppers

An alternate shopper is unrestricted in the number of times they may redeem the checks at the store, however, they must have the WIC folder with them and have signed it.



An alternate shopper is limited in the number of times they may pickup checks at the WIC clinic.

- Clients on a **bimonthly cycle** may use an alternate shopper **one time every 6 months**.
- Those clients on a **monthly cycle** may use an alternate shopper **two times every 6 months**. The alternate shopper must have the WIC folder with them.



Alternate shopper **is not** allowed to bring in missing information that was not provided at the cert visit, unless they are also the enrollment proxy.

An alternate shopper may also be the enrollment proxy.



Voiding Checks - Computer Steps

Void all checks that are being returned to the clinic - steps:

- Log into your agency, subagency, clinic, & subclinic where the checks were originally produced
- FI Processing
- Completion Activities
- Void & Reissue
- Enter the ID number of the participant that appears on the check to void
- Place an "X" by the check number you wish to void & enter
- Select the reason for voiding the check (F1 - for reason codes)
- Enter "N", no for reissue code
- The computer will ask if you wish to void all FI's; enter "N", no And void checks one at a time
- Select "N" (NO) to void all FI's for mo/year and future months/terminate client
- Trans OK "Y" (yes) to save information if correct

NEXT....

Write or Stamp
"VOID" on the check

Document the void on the check register:

(write void, the date & your initials by the corresponding check # on the check register)

File the Voided Checks in numerical order with other voided checks